

VS Values and Expectations **for Customer Service**

As Veterinary Services employees, we value our customers and are committed to carrying out the mission of our organization while maintaining a high degree of customer satisfaction and public trust. Following are the organization's values and its expectations of all VS employees:

Values

- Teamwork – Sharing leadership, responsibility, accountability, and learning with each other.
- Service – Providing courteous, timely, and professional responses to colleagues, customers, and stakeholders.
- Fairness – Providing evenhanded, consistent treatment of colleagues, customers, and stakeholders and focusing on solutions that provide maximum benefits to all parties.
- Open Communication – Seeking and valuing the opinions and concerns of colleagues, customers, and stakeholders. Providing them with objective information and analysis in a professionally sensitive way.
- Dedication – Having a high level of commitment to the team and the success of the program.
- Diversity -
 - Seeking and appreciating contributions from individuals with diverse backgrounds, talents, and perspectives.
 - Maintaining a workplace that provides opportunities regardless of race, color, national origin, sex, age, religion, disability, political beliefs, and marital or familial status or sexual orientation.
 - Maintaining a work environment that gives all employees a feeling of self-satisfaction, pride in their performance, and pride in their program.

Expectations

- Be respectful, honest, reliable, and polite
- Be approachable
- Be competent
- Be available and flexible
- Practice good communication and provide accurate information
- Work towards mutual goals and mission
- Avoid undue delays; provide timely responses
- Provide guidance for consistency in responses
- Be proactive to minimize problems or resolve them quickly by focusing on a solution